



Pennsylvania Rehabilitation Council (PaRC)

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OVR Policy & State Plan/Customer Satisfaction Committee Meeting **March 18, 2026, from 10:00 AM to 11:00 AM**

Agenda

10:00 AM Members connect to Zoom / Convene Meeting

10:05 AM Additions to the Agenda
Approval of Today's Agenda & Past Minutes

10:10 AM Agenda Items:

- **Committee Chair / Vice Chair for Fiscal Year (FY) 2026-2027**
- **Committee Goals for FY 2026-2027**
- **Providing of current OVR policies in place for the provision of services to customers**
- **Provision of low vision services**
- **Texting-based Customer Satisfaction Surveys demonstration**
- **Training for counselors regarding Customer Satisfaction Surveys**
- **Schedule next meeting**

10:55 AM Public Comment (3 minutes per attendee)

11:00 AM Adjourn

All members of the public are welcome to join meetings by computer or phone. The Zoom meetings are also available for the public to attend at the following physical site location: UCP/PaRC business office at 55 Utley Dr. Camp Hill, PA 17011. Please contact PaRC staff at parc@parehabilitationcouncil.org or at 717-975-2004 at least three days prior to the meeting to confirm attendance. Accommodations are available upon a timely request to individuals with disabilities. Anyone who would like to make Public Comment prior to the meeting may submit comments to parc@parehabilitationcouncil.org or at (717) 975-2004.